



Central Zone Operations

Alpine - Barona - Bonita - El Cajon - Lakeside - La Mesa
Lemon Grove - San Miguel - Santee - Sycuan - Viejas
Heartland Communications

D-15 MANUAL DISPATCHING (FIELD RESPONSIBILITIES)

In the event of a failure of the Computer Aided Dispatching system, the following procedure shall be followed:

- Dispatch shall page all units utilizing the back-up paging system, and advise that the CAD system is down, and that all personnel shall monitor the Dispatch Talkgroup - at all times.

NOTE: only pagers will receive the pages, no notifications for individual personnel will occur on cell phones.

- Dispatch shall use the "Manual Dispatch Book" to determine the appropriate response.
- When a dispatch is to be made, the dispatch shall be announced on the Dispatch Channel, and as times permits, the following shall be paged to each unit assigned to the response: *"(Unit) respond on Command (Command Channel) for a response."*
- When the CAD system is down, the "Manual Dispatch Book" only assigns five different types of responses (Medical Aid/Traffic Accident, Freeway Traffic Incident, Single Engine, Structure Fire/First Alarm, Vegetation Fire). Since this is the case, Dispatch shall "lump" all responses into one of these five different call types. It is the responsibility of the responding company officers to augment or reduce the original dispatch.
- When the CAD system is down, all MDC's and Tablet Command will also be down. All status changes shall be given verbally on the assigned Command Channel.

Once the CAD system is back on-line, the Communications Director, Operations Manager, or the Communications Supervisor on duty will be responsible for entering all responses into the CAD system for transfer to the RMS system.